



Bib Data Sheet


**UNITED STATES DEPARTMENT OF COMMERCE**  
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<b>SERIAL NUMBER</b> 09/578,723	<b>FILING DATE</b> 05/26/2000 <b>RULE</b> 1	<b>CLASS</b> 707	<b>GROUP ART UNIT</b> 2771	<b>ATTORNEY DOCKET NO.</b> P19115
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**APPLICANTS**  
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**\*\* CONTINUING DATA \*\*\*\*\***  
 THIS APPLN CLAIMS BENEFIT OF 60/136,405 05/27/1999 *up*

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*** *none up*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**  
**\*\* 07/20/2000** -

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 1	<b>TOTAL CLAIMS</b> 24	<b>INDEPENDENT CLAIMS</b> 5
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>up</i>				
Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials				

**ADDRESS**  
07055

**TITLE**  
Method to identify and categorize customer's goals and behaviors within a customer service center environment

<b>FILING FEE RECEIVED</b> 918	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees ( Filing )
		<input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
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